

Customer Success, built around outcomes.

Fractional leadership. Post-sales operations. Practical AI.

Outcomes123 helps B2B technology companies strengthen Customer Success, improve post-sales operations and identify practical AI opportunities through clearly scoped consulting engagements.

WHO WE HELP

Growing SaaS teams

Senior CS leadership and operating structure without a full-time VP hire.

Established technology

Need health, renewal governance, executive engagement and expansion coordination.

Support & CX teams

Clearer processes, useful reporting and practical AI opportunities.

THREE CLEAR WAYS TO ENGAGE

Customer Success HealthCheck CAD \$5,000 FIXED FEE

Approximately 2 weeks

BEST FOR Independent assessment before major investment or change.

- Discovery + stakeholder interviews
- Journey and post-sales model review
- Health, retention risk + operating-gap assessment
- Priority improvements + 90-day roadmap
- Executive readout + recommendations

Implementation scoped separately.

Fractional Customer Success Leader Starting at CAD \$8,500 PER MONTH

Initial scope: up to 8 hours per week

BEST FOR B2B technology teams building or improving Customer Success.

- CS strategy, priorities + measures
- Cadence calls, QBRs + executive engagement
- Retention reviews, customer insights + renewal governance
- Risk reviews, mitigation plans + escalation management
- Team coaching + employee training
- Customer onboarding + education; continuous improvement

Initial scope up to 8 hours/week; confirm availability in discovery.

AI Opportunity & Enablement Sprint Starting at CAD \$15,000 PER PROJECT

Approximately 4-6 weeks

BEST FOR Teams exploring AI-enabled post-sales improvements with discipline.

- Workflow review + use-case priorities
- Feasibility, data-readiness + risk review
- Target workflow + solution recommendations
- Pilot plan + evaluation criteria
- Adoption roadmap + executive next steps

Production builds, integrations + custom models scoped separately.

All prices are in Canadian dollars and reflect proposed launch scopes. Final fees and deliverables are confirmed in a written proposal based on your requirements. Applicable taxes and third-party software costs are additional.

HOW WE WORK

01 ALIGN

Understand your business, customers, operating challenges and priorities.

02 ACCELERATE

Turn priorities into focused improvements with clear owners.

03 ACHIEVE

Review progress, improve continuously and measure agreed outcomes.

FOUNDER-LED. ENTERPRISE-TESTED.

Mannan Mohammed | Founder

More than 25 years of professional experience across enterprise technology support, Customer Success, customer advocacy and operational leadership, including Rocket Software, ASG Technologies and HP/HPE.

Focus: CS leadership, global support operations, executive governance and AI enablement. These credentials describe the founder's employment history, not Outcomes123 client engagements or results.

LET'S DISCUSS AN ENGAGEMENT

Outcomes123.com

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